

TxRC Customer Service Survey

Please take a few minutes of your time to complete this survey. Your feedback is very important to us. It will help us to serve you better. You may skip any questions that do not apply.
Please note that this survey is anonymous. We do not collect any identifying information in this survey. If you would like us to respond to your comments, you may include your contact information in the 'Comments and Suggestions' section at the bottom of the survey. Thank you for your time.



How would you best describe yourself in your dealings with the Texas Racing Commission? (Mark all that apply)

- | | |
|-----------------------------|---|
| Attorney | Business Entity |
| Consultant | General Public |
| Government Agency staff | News Media |
| Occupational License Holder | Racetrack License Holder |
| Racetrack Patron | Stakeholder (ex: TQHA/TTA/Jockey Guild) |
| Other | |

I am primarily involved in:

- | | | |
|--------------|------------------|----------------|
| Horse Racing | Greyhound Racing | Not Applicable |
|--------------|------------------|----------------|

I live in Texas:

- | | |
|-----|----|
| Yes | No |
|-----|----|

In the past year, I had contact with the following Commission employees in Austin: (Mark all that apply)

- | | |
|------------------------------------|------------------------------|
| Chief Veterinarian | Finance & Accounting Staff |
| Director of Investigations & Staff | Information Technology Staff |
| Pari-mutuel & Auditing Staff | Management/Executive Staff |
| Director of Racing & Staff | Licensing Staff |
| Other | |

In the past year, I had contact with the following Commission employees at a racetrack: (Mark all that apply)

- | | |
|-----------------------|----------------------------|
| Investigators | Judges |
| Pari-mutuel Auditors | Veterinarians |
| Test Barn Supervisors | Stewards |
| Licensing Staff | Management/Executive Staff |

In the past year, the estimated number of contacts I have had with the Commission is:

- | | | |
|--------|--------|-----------|
| 1 to 2 | 3 to 6 | 7 or more |
|--------|--------|-----------|

The purpose of my contact with the Commission was: (Mark all that apply)

- Animal drug testing
- Commission Meetings
- Compliance inspection
- Disciplinary action by Stewards/Judges
- File a complaint or question about a complaint
- Human drug testing
- Obtain information about Rules of Racing
- Obtain licensing information
- Obtain open records information (e.g. mailing lists, reports)
- Obtain wagering information
- Request regulatory approval by Commission/Staff
- Questioned by Stewards/Judges or Investigator
- Working Group/Committee Meeting
- Other

In the past year, I received services from Commission staff at the following locations: (Mark all that apply)

- | | |
|---------------------------------|-----------------------------------|
| Austin Headquarters | Gillespie County Fair & Festivals |
| Gulf Coast Racing | Gulf Greyhound Park |
| Lone Star Park at Grand Prairie | Retama Park |
| Saddlebrook Park | Sam Houston Race Park |
| Valley Race Park | |

Please rate your agreement with the following statements about your interaction with the Commission.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The offices I visited were clean, orderly, and accessible.					
The staff I dealt with identified themselves or wore name badges.					
The staff I dealt with were professional and courteous.					
The staff I dealt with were able to answer my questions.					
My telephone call was routed to the proper person.					
The staff was available to me at convenient times.					
The time I waited for Commission action, by phone, in person, by mail, or by e-mail, was reasonable.					
The written information I received was clear and contained helpful information.					
The Commission clearly communicated to me how to comply with the Commission's rules.					
The Commission's website is informative, easy to use, and names a contact person for services.					
It is easy to use the online licensing process.					
It is easy to file a complaint with the Commission.					
The Commission investigates complaints and takes appropriate action.					
Overall, I am satisfied with the Commission's services.					

Additional comments and suggestions: